

ABSTRACT

A system for measuring the throughput of a network. Blocks of data are transmitted and the data rate of each block is determined. An accurate measurement is made by collecting and averaging the throughput of certain ones of blocks. The system is illustrated in connection with a diagnostic unit connected to a call center. Upon the occurrence of a customer problem, a user is directed to a diagnostic web page. Once the user computer has accessed the web page, the diagnostic unit can either send blocks of data to the user computer or can embed code in the web page that causes the user computer to send blocks of data to the diagnostic unit.